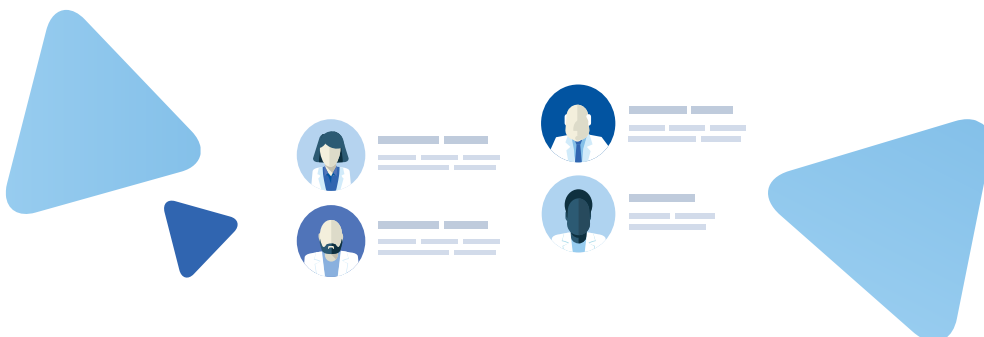# TELEHEALTH BEST PRACTICES FOR FAMILY PHYSICIANS

Telehealth services help family physicians meet increases in demand during healthcare crises. However, telehealth services are most effective when you follow best practices.

We've created a list of telehealth best practices to help you implement telehealth services effectively and efficiently. Following these practices allows you to deliver the highest quality of care during both times of crisis as well as less hectic periods.

☐ **Keep up-to-date with state regulations**. In times of healthcare crisis, state legislators often change regulations to ensure healthcare providers can continue to deliver care. You want to stay within the limits of the law, so make sure that whatever telehealth solution you use meets legal requirements in your state.

☐ **Think about your requirements when choosing a solution.** Do you want a telehealth solution your organization does not have to manage and support? You'll want to consider a cloud-based solution. You'll also need a solution that is highly secure and supports your compliance with HIPAA regulations. Additionally, the solution should be easy to use.

☐ **Put the telehealth solution into place.** Look for a solution that is easy to implement so that you can start delivering telehealth services quickly when needed.

☐ **Notify your patients that you're offering telehealth services.** This is not a case of "If you build it, they will come." Patients have to know that you're providing telehealth services. Advertise it through your newsletter, email, phone calls, or signs on the door.

☐ **Develop a system for evaluation.** Just because you have a telehealth solution in place doesn't mean that it's meeting the needs of your patients. Create a way to evaluate your telehealth solution, and set a schedule for how often you'll perform these evaluations (they're not a once-and-done event).

☐ **Make changes as needed.** Once you've evaluated the efficacy of your telehealth services, make adjustments where you see a need to do so. For most healthcare organizations, there is a learning curve for any telehealth offering. Continue to tweak your services to ensure you're getting the most from your healthcare communications system.

RingCentral provides a healthcare communications platform that supports telehealth and helps you meet patient demand and business objectives at the same time.

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